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In Washington D.C. suburbs, 34 percent of those surveyed say they have lost business since the smoking restrictions went into effect, and in the Baltimore area, 32 percent of establishments report a decrease in business. Only four percent of respondents statewide reported the smoking restrictions had increased their business.

If you would like copies of the studies and surveys discussed in this edition of Issues of Interest, please call 1-800-998-3228.

Look For "The Buck Starts Here" Educational Seminar Series

"The Buck Starts Here," a series of educational seminars designed to help restaurateurs focus on front-of-the-house customer service issues and opportunities, will be conducted this summer in six cities by the National Restaurant Association's Educational Foundation (NRAEF) and The Accommodation Program.

Ron Yudd, a restaurant industry speaker and trainer with 25 years experience in restaurant operations, will host the seminars which cover topics including front-of-house profitability, delivering guest-centered service, hiring and training staff to deliver superior service, effective communication, accommodating smoking preferences and resolving customer complaints.

The six-seminar series, which is hosted in conjunction with the states' restaurant associations, began June 26 in Milwaukee, WI and continued in Chicago on July 16. Seminars are scheduled for August 4 in New Orleans; September 18 in Dallas, and September 24 in Rhode Island. A date has yet to be determined for the final seminar, to be held in Orlando.

For information on how to attend the seminar nearest you, please contact the NRAEF at 1-800-765-2122.

Upcoming Events

August 4
The Buck Starts Here Seminar
New Orleans, Louisiana
Call the Louisiana Restaurant Association at 504-454-1277 to register.

September 6-8
International Foodservice Expo.
Orlando, Florida
Come see us at booth #1734.

September 18
The Buck Starts Here Seminar
Dallas, Texas
Call the Texas Restaurant Association at 800-395-2872 to register.

September 24
The Buck Starts Here Seminar
Providence, Rhode Island
Call the Rhode Island Hospitality Association at 401-732-4881 to register.

Source: https://www.industrydocuments.ucsf.edu/docs/qpwp0003